

## **National Park Service Fire Occurrence Reporting System – User's Guide**

### **APPENDIX A: User Support – Contact Information**

#### **WFMI Fire Reporting Module User Support**

Contact WFMI User Support for technical matters regarding the Fire Reporting module. These include:

- Getting logged into the system
- Navigating the website
- Viewing, entering, and editing individual fire reports
- Generating and printing summary reports
- Generating and exporting data files
- Resetting a password

#### **Contact**

NIFC Help Desk

Office phone: 208-387-5734

Fax: 208-387-5746

Email: [NIFC\\_Help\\_Desk@nifc.blm.gov](mailto:NIFC_Help_Desk@nifc.blm.gov)

The NIFC Help Desk is staffed Monday through Friday, 7:30am to 4:30pm Mountain Time.

#### **Fire Occurrence Subject Matter Expert**

Contact the NPS fire occurrence Subject Matter Expert (SME) for general issues regarding fire reporting. These include:

- NPS fire reporting policy & guidelines
- Interpretation of data fields on the Individual Fire Report
- Suggestions for changes to the Individual Fire Report or WFMI
- Initial access to WFMI (e.g. getting a new user ID and password)
- Changes to WFMI access type (e.g. changing a user from reader to editor)
- Changes to WFMI access list (e.g. adding/deleting units whose records a user can view/edit)

#### **Primary Contact**

Dale Miracle, Fire Equipment and Facilities Specialist (Fire Occurrence Subject Matter Expert); NPS-NIFC

Office phone: 208-387-5212

Fax: 208-387-5250

Email: [dale\\_miracle@nps.gov](mailto:dale_miracle@nps.gov)

#### **Alternate Contact**

Other Agency fire occurrence SME's may be able to provide limited support when the Primary Contact is unavailable:

Roshelle Pederson – Bureau of Land Management fire occurrence SME

Office phone: 208-387-5162

Fax: 208-387-5179

Email: [roshelle\\_pederson@blm.gov](mailto:roshelle_pederson@blm.gov)

Steve Larrabee, Fire Planner and fire occurrence SME; BIA-NIFC

Office phone: 505-842-3870

Fax: 505-842-3130

Email: [steve\\_larrabee@nifc.gov](mailto:steve_larrabee@nifc.gov)